GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1830
ANSWERED ON:30.11.2000
RAILWAY CASES PENDING IN CONSUMER COURTS
RUDRAGOUDA PATIL

Will the Minister of RAILWAYS be pleased to state:

(a) whether a large number of cases against Railways are pending in Consumer Courts;

(b) if so, the details thereof, zone/division-wise;

(c) the details of cases lost by the Railways in the Consumer Courts during the last three years, year-wise;

(d) whether Railways have made any study to resolve the disputes; and

(e) if not, the reasons therefor ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a): Yes, Sir.

(b): A Statement is given in Appendix-I.

(c): A Statement is given in Appendix-II.

(d): After analysing the causes, the Zonal Railways take remedial steps to improve the services due to the rail users, so that the recurrence of similar type of complaints is avoided to the extent possible.

(e): Does not arise.

Appendix -I

Appendix -I referred to in reply to part (b) of Lok Sabha Unstarred Question No. 1830 for 30.11.2000.

Details of pending cases zone/division-wise.

Central Railway

Division	No. of Cases	Division	No. of Cases
Mumbai	21	Bhusawal	24
Bhopal	23	Nagpur	15
Sholapur	18	Jhansi	64
Jabalpur	34	Pune	08
Head Quarter	45	Other Railway	18

Total No. of cases pending on Central Railway - 270

Eastern Railway

Division No. of Cases Division No. of Cases

Howrah 27 Sealdah 23
Asansol 18 Dhanbad 60
Mughalsarai 21 Malda Town 53
Danapur 202 Head Quarter 252

Total No. of cases pending on Eastern Railway - 656

Northern Railway

Division No. of Cases Division No. of Cases

Allahabad 73 Bikaner 30
Delhi 160 Firozpur 19
Jodhpur 25 Lucknow 118
Moradabad 69 Ambala 33

Total No. of cases pending on Northern Railway - 527

N. E. RAILWAY

Division No. of Cases Divison No. of Cases

Lucknow 106 Izatnagar 44

Varanasi 31 Sonpur 50
Samastipur 15 Other Railway 18

Total No. of cases pending on N. E. Railway - 264

N. F. RAILWAY

Division No. of Cases Divison No. of Cases

Tinsukia 20 Lumding 25
Katihar 30 Alipurdwar 42

Total No. of cases pending on N. F. Railway - 117

Southern Railway

Division No. of Cases Divison No. of Cases

Chennai 90 Tiruchchirappalli 35
Madurai 30 Bangalore 25
Mysore 15 Palghat 50
Trivandrum 60

Total No. of cases pending on Southern Railway - 305

South Central Railway

Total No. of cases pending on South Central Railway - 151

South Eastern Railway

Division No. of Cases Divison No. of Cases

Chakradharpur 09 Khurda Road 15
Bilaspur 25 Sambalpur 13
Kharagpur 18 Nagpur 07
Visakhapatnam 14 Adra 02
Calcutta 26

Total No. of cases pending on South Eastern Railway - 129

Western Railway

Division No. of Cases Divison No. of Cases

Mumbai Central 116 Baroda 34
Ratlam 14 Kota 86
Jaipur 66 Ajmer 44
Bhavnagar 20 Rajkot 05

Total No. of cases pending on Western Railway - 385

Total No. of cases pending on all Zonal Railways - 2808

Appendix - II

Appendix - II referred to in reply to part (c) of Lok Sabha Unstarred Question No. 1830 for 30.11.2000.

Railway-wise detail of cases lost during last three years.

Railway	No. of cases
Central	157
Eastern	17
Northern	189
N. E.	46
N. F.	46
Southern	144
South Central	45
South Eastern	04
Western	95
Total	743